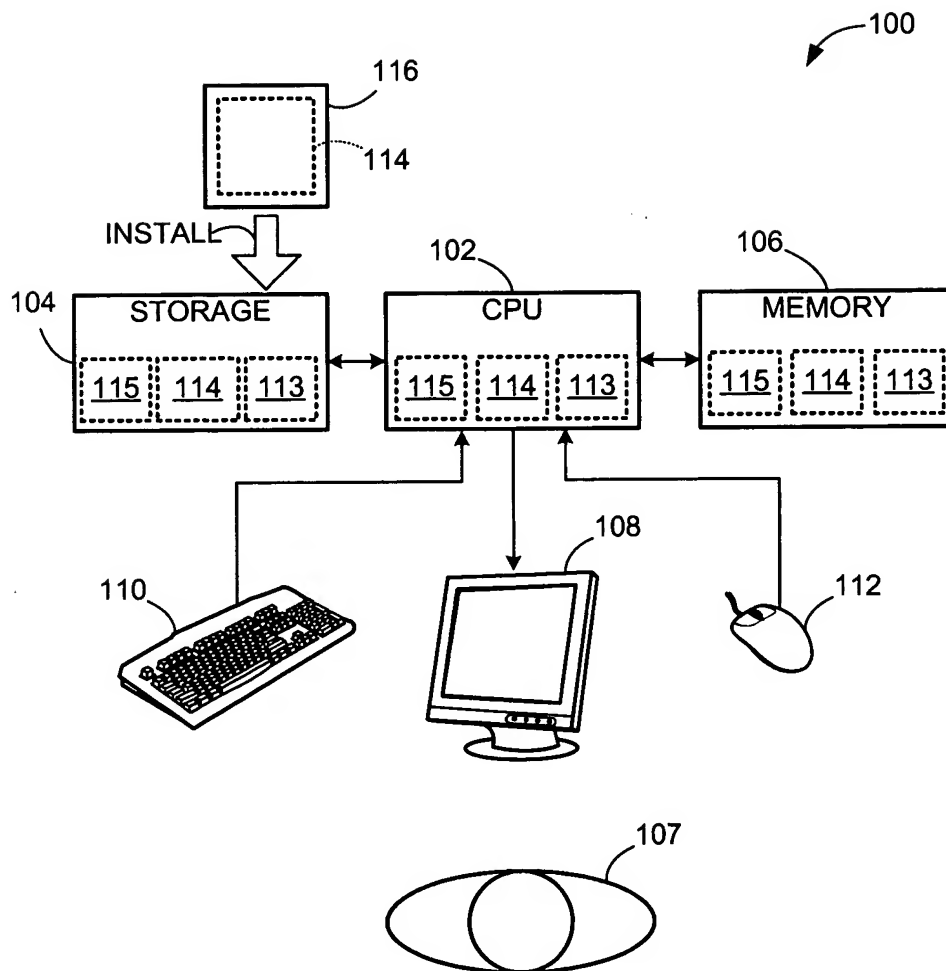


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**FIG. 1**

210

210a → ... <UserGroups>
210b → <UserGroup Name="Employees" OwnerID="RootOrganization" Description="\$\$\$ _Employees"
210c → MemberGroupID="-161" LanguageID="&en_US;">
210d → <UserCondition>\$\$\$ _Users with role of customer service representative</UserCondition>
210e → <UserGroup>
 ...
210f → <UserGroups>
 ...

FIG. 2A

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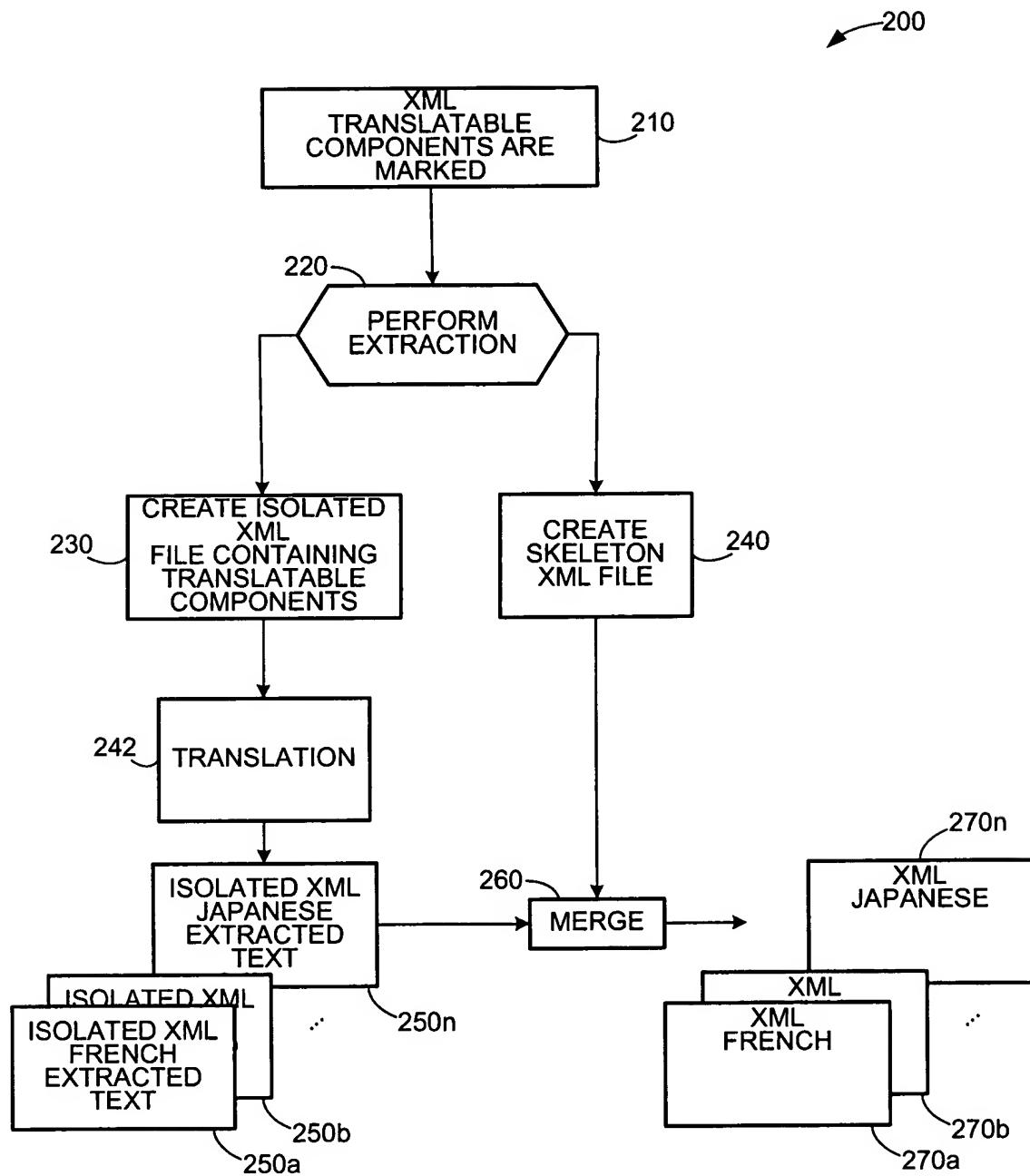


FIG. 2B

310

310a → ...
310b → <UserGroups>
310c → <UserGroup Name="Employees" OwnerID="RootOrganization" Description="Employees"
310d → MemberGroupID="-161" LanguageID="en_US;">
310e → <UserCondition>Users with role of customer service representative</UserCondition>
 <UserGroup>
 ...
310f → </UserGroups>
 ...

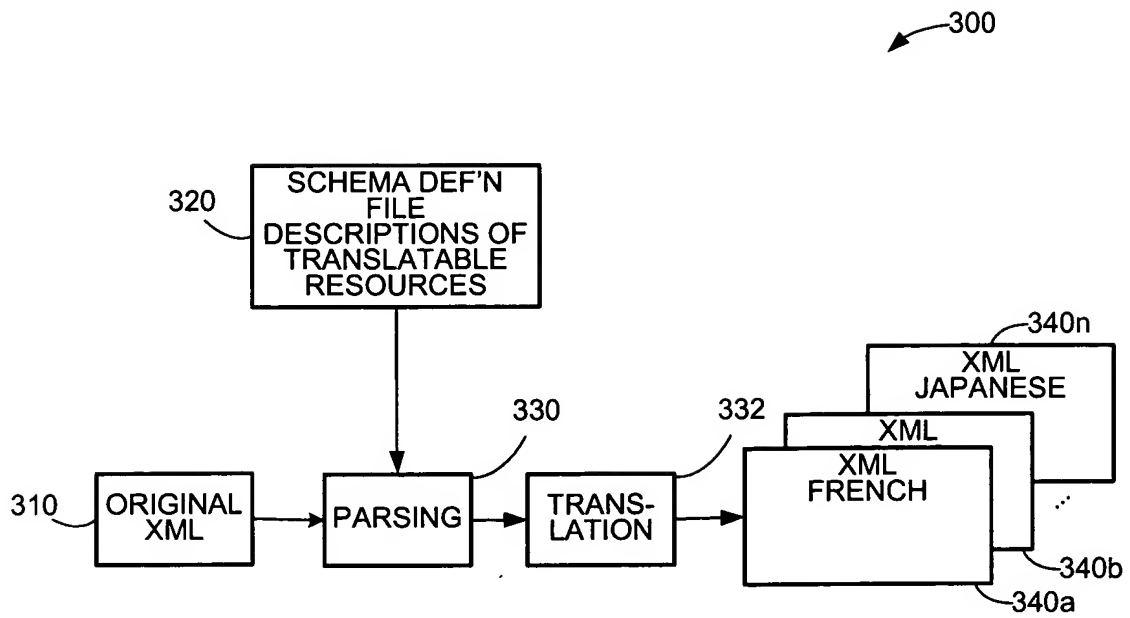
FIG. 3A

320

320a → ...
320b → <xsd:complexType name="UserGroup">
320c → <xsd:sequence>
320d → <xsd:element name="UserCondition" type="translatable"/>
320e → <xsd:sequence>
320f → <xsd:attribute name="Name" type="xsd:integer"/>
320g → <xsd:attribute name="OwnerID" type="xsd:integer"/>
320h → <xsd:attribute name="Description" type="translatable"/>
320i → <xsd:attribute name="MemberGroupID" type="xsd:integer"/>
320j → <xsd:attribute name="LanguageID" type="language_identifier"/>
 </xsd:complexType>
 ...

FIG. 3B

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**FIG. 3C**